



World Bank Group Country Survey FY 2017 – Togo

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Togo or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Togo, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Togo.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION A: GENERAL ISSUES FACING TOGO

A1. In general would you say that Togo is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Togo.

Please identify which of the following you consider the most important development priorities in Togo. (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
2	Gender equity	19	Agriculture and rural development
3	Private sector development	20	Trade and exports
4	Education	21	Crime and violence
5	Security/stabilization/reconstruction	22	Social cohesion
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management
7	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
8	Food security	25	Poverty reduction
9	Urban development	26	Anti corruption
10	Energy	27	Judiciary reform
11	Water and sanitation	28	Economic growth
12	Regional conflict and tensions	29	Decentralization
13	Pollution	30	Disaster risk management
14	Job creation/employment	31	Equality of opportunity (i.e., social inclusion)
15	Health	32	Disease
16	Financial markets	33	Information and communications technology
17	Gender based violence		

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Togo? (Choose no more than THREE)

1	Economic growth	17	Water and sanitation
2	Disaster risk management	18	Pollution
3	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
4	Disease	20	Health
5	Decentralization	21	Security/stabilization/reconstruction
6	Information and communications technology	22	Financial markets
7	Social protection (e.g., pensions, targeted social assistance)	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	24	Gender equity
9	Trade and exports	25	Private sector development
10	Crime and violence	26	Education
11	Climate change (e.g., mitigation, adaptation)	27	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	28	Food security
13	Social cohesion	29	Regional conflict and tensions
14	Energy	30	Urban development
15	Anti corruption	31	Natural resource management
16	Judiciary reform	32	Gender based violence

SECTION A: GENERAL ISSUES

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Togo? (Choose no more than TWO)

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

SECTION A: GENERAL ISSUES

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Togo? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Togo? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Togo?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank Group's effectiveness in Togo.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B3. When thinking about how the World Bank Group can have the most impact on development results in Togo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Togo? (Choose no more than THREE)			
1	Energy	18	Judiciary reform
2	Water and sanitation	19	Economic growth
3	Pollution	20	Disaster risk management
4	Job creation/employment	21	Equality of opportunity (i.e., social inclusion)
5	Health	22	Disease
6	Regional conflict and tensions	23	Decentralization
7	Financial markets	24	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	25	Transport (e.g., roads, bridges, transportation)
9	Gender equity	26	Agriculture and rural development
10	Private sector development	27	Trade and exports
11	Education	28	Crime and violence
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29	Natural resource management
13	Security/stabilization/reconstruction	30	Social cohesion
14	Global/regional integration	31	Climate change (e.g., mitigation, adaptation)
15	Food security	32	Poverty reduction
16	Urban development	33	Anti corruption
17	Gender based violence		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B4. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Togo?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B5. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Togo? (Choose no more than TWO)	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Togo
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Inadequate number of World Bank Group staff members located in the country
17	Other (please specify): _____
18	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B6. To what extent do you believe that the World Bank Group's work and support help the poorest in Togo? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Togo Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Beneficiaries	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	Emerging donors
4	Local government	12	UN agencies
5	Donor community	13	Regional organizations
6	NGOs/Community Based Organizations	14	Other (please specify): _____
7	Academia/think tanks/research institutes	15	Don't know
8	Parliament		

To what extent do you agree with the following statements about the World Bank Group's work in Togo?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Overall the World Bank Group currently plays a relevant role in development in Togo	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B10	The World Bank Group's work is aligned with what I consider the development priorities for Togo	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Togo, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
B11	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Togo with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B27. To what extent does the World Bank Group partner with the right people to support work on the ground in Togo? (Select only ONE response)

1	Nearly never
2	Rarely
3	Sometimes
4	Nearly always
5	Don't know
6	Prefer not to answer

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B28. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Togo? (Select no more than TWO)	
1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	International Monetary Fund (IMF)
5	The United Nations International Children's Emergency Fund (UNICEF)
6	None. I don't believe the World Bank Group needs to partner with the UN organizations.
7	Don't know
8	Prefer not to answer

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Inadequate funding
13	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1 How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Togo? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Decentralization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. To what extent does the World Bank Group's work help to achieve development results in Togo?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

C3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Togo?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

To what extent do you agree with the following statements about the World Bank Group in Togo?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Togo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Togo's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Togo, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to Togo's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

E1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response)

1	Almost never has the right skills mix to tackle the challenges of fragility
2	Rarely has the right skills mix to tackle the challenges of fragility
3	Sometimes has the right skills mix to tackle the challenges of fragility
4	Almost always has the right skills mix to tackle the challenges of fragility
5	Don't know
6	Prefer not to answer

To what extent do you agree/disagree with the following statements?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E2	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E3	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E4	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E5	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E7	The World Bank Group takes decisions quickly in Togo	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E8	Working with the World Bank Group increases Togo's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E10	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

E11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Togo?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

E12. To what extent do you believe the World Bank Group is adequately staffed in Togo?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

E13. To what extent do you believe the World Bank Group measures and corrects its work in real time in Togo?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TOGO

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Togo? (Choose no more than TWO)

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Togo's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Togo's specific challenges
14	Increase the level of World Bank Group staffing in Togo's office
15	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Togo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Togo? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Togo
6	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TOGO

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Togo?	B. Which THREE areas below would benefit most from other donors in Togo?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Food security	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
13	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?															
		To no degree at all						To a very significant degree						Don't know	Prefer not to answer
		1	2	3	4	5	6	7	8	9	10				
1	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
2	Public financial management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
3	Reducing gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
4	Access to justice systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
5	Security mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
6	Conflict resolution mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
7	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
8	Capacity of state institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
9	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
10	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
11	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
12	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
13	Stimulating dialogue to promote peace and stability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Togo?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How much face to face access would you like to have with the World Bank Group in Togo (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response)	
1	I prefer more frequent interactions with the World Bank Group
2	I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently
3	I prefer less frequent interactions with the World Bank Group
4	I prefer to have no face to face interactions with the World Bank Group
5	Prefer not to answer

G3. How do you get most of your information about economic and social development issues in Togo? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	6	Emails
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	9	Other (please specify): _____
5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)		

G5	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G6	Do you have reliable access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Togo? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?

(If YES please go to Question H6; If NO please go to H7)

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. If yes, what was your view of how the two institutions work together in Togo?

(Select only ONE response)

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in Togo?

(Choose no more than TWO)

- | | |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data |
| 3 | Engage in World Bank Group related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank Group website for information, data, research, etc. |

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|---------------------|
| 1 | Lomé |
| 2 | Région des Savanes |
| 3 | Région de la Kara |
| 4 | Région Centrale |
| 5 | Région des Plateaux |
| 6 | Région Maritime |

Thank you for completing the survey!